



Effective Date: October 29, 2018

RIDERSHIP POLICY

Mission Statement

The mission of Rio Metro Regional Transit District is to manage a regional, integrated, multimodal public transportation network that is fiscally responsible, innovative, and efficient. We strive to provide service that is responsible to public need, affordable, convenient, reliable, and that provides a safe and secure atmosphere for our passengers and employees.

Rio Metro is committed to provide safe, accessible, timely and professional services for our customers. We thank you, the passengers boarding our buses, for obeying the rules listed below. For a full version of the Rio Metro Riders Guide visit www.riometro.org.

1. COURTESY:

Riders must act in a courteous manner at all times while riding the bus (including excessive public display of affection). Any rider who is verbally and/or physically abusive to other riders or the driver, or engages in horseplay/fighting, will be asked to exit the bus immediately and may be suspended. The driver may also contact law enforcement if deemed necessary.

2. SAFETY:

Driver is responsible for the safety and welfare of passengers riding the bus. Riders must comply with the instructions of the driver at all times. Buses are also equipped with cameras to ensure the safety of our passengers and our drivers.

3. Attire:

Appropriate clothing must be worn (shirts, pants/shorts, and shoes).

4. SEAT BELTS:

Seat belts must be worn at all times while the bus is in motion. Wheelchairs/scooters must be secured by the driver before the bus can proceed. Riders may not ride in an unsecured wheelchair or scooter. Wheelchair/scooter riders must wear seat belts provided by the wheelchair securement manufacturer. Power wheelchairs must be powered-down while the wheelchair lift is ascending or descending to prevent falls. Passengers refusing to wear a seat belt will not be provided transportation by Rio Metro.

5. FARES:

Riders must pay their fare upon boarding the bus or show a valid pass to the driver.

6. LOST & FOUND:

Rio Metro is not responsible for lost or stolen items. To claim lost and found items please call the Rio Metro number you made the reservation with. Arrangements can be made to pick up items M-F during normal business hours.

7. EMERGENCY:

In the event of an emergency and/or an evacuation of the bus is deemed necessary, all riders are to explicitly follow the instructions given by the driver.

8. FOOD/DRINK/TOBACCO:

Riders are not permitted to consume food on the bus. Drinks are allowed ONLY in an appropriate non-spill travel container that is securely sealed. Regular and electronic cigarette smoking, and chewing tobacco are not permitted.

9. OXYGEN:

Dependent riders are permitted to have one oxygen bottle in their possession. Riders are required to maintain control of their oxygen by themselves, if assistance is needed, it is recommended that the rider bring someone to assist them.

10. ALCOHOLIC BEVERAGES:

No rider is permitted to have an open container on board the bus. Rio Metro reserves the right for the driver to ask to see the contents of a package if he/she suspects that package may contain an open container of alcohol. Passengers who are deemed too intoxicated will not be allowed to board the bus.

11. ILLEGAL DRUGS:

Illegal drugs are not permitted on the bus at any time. Any person found in possession of such drugs will be immediately reported to law enforcement. Passengers who are deemed too impaired will not be allowed to board the bus.

12. SIX BAG LIMIT:

No more than 6 plastic shopping bags per rider are allowed on the bus. Riders are responsible for loading and unloading their own bags.

13. PERSONAL HYGIENE:

Riders must maintain good personal hygiene so as not to offend other riders.

14. WEAPONS:

Weapons are not allowed on the bus. A weapon is described as any device capable of causing bodily harm to another individual. Any person found in possession of a weapon will be reported immediately to law enforcement. There are no exceptions to this rule.

15. SERVICE ANIMALS:

Service Animals accompanying an individual with disabilities will be allowed to board the bus. No other animals are allowed. Riders are responsible for cleanup of their service animal. Please keep service animals off seats.

16. SCHEDULING/CANCELING RIDES:

Rides must be requested by 12 noon one business day in advance, but up to two weeks in advance is encouraged. Rides are scheduled on a first-come, first-serve basis. Cancellations must be called into the transit office at least 2 hours prior to scheduled pick up. If ride is not canceled it will be considered a "No Show".

17. NO-SHOWS:

Excessive No-Shows will result in a suspension. A rider who has 3 or more No-Shows, and those No-Shows exceed 10% of their scheduled trips in any single month period, may be suspended from using Rio Metro Demand Response services. For the full No-Show policy please refer to the Rio Metro Riders Guide available online at www.riometro.org.

18. TIME:

Please make yourself visible to the driver when the bus approaches. A bus arriving at your home within 15 minutes before or after the scheduled pick up time is considered on time. If the bus arrives before your scheduled pick up time, you'll be expected to board the bus within 5 minutes. If the bus arrives after your scheduled pick up time, you'll be expected to board within 5 minutes. If you have not made contact with the bus within the allotted time, the bus will move on to its next stop. If you are somewhere other than home, the bus should arrive at your location at the scheduled pick up time. The bus will wait for 5 minutes on arrival for you to board. If you have not made contact with the driver within 5 minutes of arrival, the bus will move on to its next stop. If the bus is more than 15 minutes late for your scheduled pick up time, please call your local office to inquire on the bus' status.

Rio Metro Customer Service

866.795.7245

Rio Metro Rio Rancho Office

505-994-1608

Rio Metro Valencia Office

505-352-3595